

## **COMMITTEE ON HUMAN RESOURCES/INSURANCE**

**April 17, 2007**

**Aldermen Gatsas, Shea,  
Garrity, Pinard, Duval**

**6:00 PM**

**Aldermanic Chambers  
City Hall (3<sup>rd</sup> Floor)**

Chairman Gatsas called the meeting to order.

The Clerk called the roll.

Present: Aldermen Gatsas, Garrity, Pinard, Duval

Absent: Alderman Shea

### **TABLED ITEMS**

3. Communication from Virginia Lamberton, Human Resources Director, requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator, salary grade 20.  
*(Tabled 10/03/2006)*

This item remained on the table.

4. Communication from Virginia Lamberton, Human Resources Director, recommending the establishment of a Parking Shift Supervisor class specification at grade 15, salary range \$32,311 to \$46,068 and seeking approval of updated Cashier, Custodian and Security class specifications.  
*(Tabled 02/05/2007)*

On motion of Alderman Duval, duly seconded by Alderman Pinard, it was voted to remove this item from the table.

Alderman Duval moved for discussion. Alderman Pinard duly seconded the motion. The motion carried.

Chairman Gatsas called Brandy Stanley, Parking Manager, forward to address the Committee.

Ms. Stanley stated this item, Ginny was kind enough to put it together for us, based on the approved take over the Victory Garage from Central Parking. That take over we did effective May 1<sup>st</sup> We canceled a contract and in order to actually have someone to run the parking garage we need the job specifications authorized in order to get the employees on board in time for us to begin operating the garage. What we're asking is authorization of the positions in the memo that was handed out this morning. And, also we would like to ask that the rules be suspended and that the matter be referred to the full board for approval this evening.

Alderman Garrity asked if this was from the parking enterprise.

Ms. Stanley responded yes, and they are roughly equivalent to what is currently being incurred under management to Central Parking.

Alderman Garrity on number four (of the memo) is that an upgrade.

Ms. Stanley responded it's a new position. It's a new class specification.

In response to further question by Alderman Garrity, Ms. Stanley responded the person that is going to be taking that position is the garage manager. The one that manages the garage during the daytime currently for central parking.

Chairman Gatsas asked what is he getting paid now and do we have a schedule of these wages or not.

Ms. Stanley responded I do have what we proposed originally and was approved and also have a class list, if that helps.

Chairman Gatsas stated I would just like the classification and the pay grade you think you are starting these people at.

Ms. Lamberton Human Resources Director, responded with the exception of this position okay what's being asked of you today whether its cashier, custodian, security officer functions. We have class specifications on writer already. We just need to make them more generic because like the cashier were just Parks McIntyre, and so we took out ski and we just put in cashier. If you look at them we just deleted all of the language that was for specific department so that Brandy can use them or anybody else who ever needs a cashier or security officer, can use them. And then based on the duties and comparing the duties of the parking manager in relationship with other positions around the city, I felt it should be a

grade 15 which ended up being what she would hope it would be just by a fluke, and so it worked out fine. And that's a new class specification, we did not have that class specification before in our system.

Chairman Gatsas stated which one, the parking shift supervisor is that the one we didn't have.

Ms. Lamberton stated we did not have parking shift supervisor, correct.

Chairman Gatsas asked and what about customer service rep.

Ms. Lamberton stated we have those.

Chairman Gatsas stated and I would like to see what those job specifications are.

Ms. Lamberton stated they should be attached.

Chairman Gatsas stated I don't know if they are all here, but what I would like to see is what the wages are for each one of those people and what they are currently earning today.

Ms. Lamberton stated I do not know that.

Ms. Stanley stated on a cashier there is going to be a pay grade at 9 and that first step starts out at \$21,530.00.

Chairman Gatsas asked what is that again, and what are those people getting paid now.

Ms. Stanley stated I don't have the information with me right now, but they're all actually fairly close. I think one of them is going to start at grade 9 and is three cents an hour less than what they are making right now. There is one, the cashiers we have a requesting to the Mayor to start them off at pay grade 6 because that is what she is currently making right now. I'm sorry step 6, cashier grade then step 6. I apologize. All the rest of them are actually making very close to what we would be starting them at with the same.

Ms. Lamberton stated Step 6 is \$20,374 for cashiers.

Chairman Gatsas asked I guess my question is a custodian. What is the custodian for.

Ms. Stanley stated the custodian, were requesting one full time and one part time. The custodian basically does minimal painting does some pressure washing cleans up the garage the trash that's generated in the garage. Cleans bathrooms, glass, maintenance of parking equipment, that kind of thing.

Chairman Gatsas asked and they are not there now.

Ms. Stanley stated yes, they are.

Chairman Gatsas asked as city employees.

Ms. Stanley responded no.

Chairman Gatsas asked tell me on your dept chart here is that the maintenance people.

Ms. Stanley responded Yes.

Chairman Gatsas so those two people are new.

Ms. Stanley stated all cashiers are new.

Chairman Gatsas stated well the cashiers you showed me one full time and two part-time. On the memo you showed two full-time and one part time.

Ms. Lamberton asked of Ms. Stanley; have you added any positions since we did the organizational chart.

Ms. Stanley responded no.

Chairman Gatsas stated the organizational chart shows one full time and two part-time.

Ms. Stanley asked what now, I'm sorry.

Chairman Gatsas responded cashiers.

Ms. Stanley stated that's correct.

Chairman Gatsas stated this sheet shows two full-time and one part time.

Ms. Lamberton stated it's written in reverse. Did you have to reverse that.

Ms Stanley responded to Ms. Lamberton I did.

Ms. Lamberton stated she apparently had to reverse that.

Chairman Gatsas asked why.

Ms. Stanley responded I made a mistake on the first one.

Chairman Gatsas stated what do they have down there now.

Ms. Stanley stated two full-time and one part-time. The first full-time works from 6-2 the second full-time works from 2-10 and the part-time comes in from 3-7 to help out with the additional traffic that is generated by the evening rush hour.

Chairman Gatsas stated any other questions.

Alderman Pinard stated Security officer, could you tell me what that is all about? I thought we had our own security officer, in the city government.

Ms Lamberton stated the garage employees want a full time security guard, and that security guard works for central parking and were hoping to bring that position over to the city.

Alderman Pinard asked is that why we have Ron Robidas as our security officer so will that bring the complement up.

Ms. Lamberton stated listen, let me help you out here.

Alderman Pinard stated please, I'm confused on that one. We're trying to save money.

Ms. Lamberton stated Mr. Robidas is not security officer, his job title is safety manager he doesn't, he knows security but his primary responsibility is safety all that is electronic and those little things you have around in and around buildings and then doing training for safety. Security officers are, there is two usually I think there is two positions up to the ability to hire four part-time security officers two at city hall and two at the library. And that is the only places we have security officers.

Alderman Pinard stated thank you.

Chairman Gatsas recognizes Alderman Garrity.

Alderman Garrity stated thank you Mr. Chair. These particular employees will they be able to carry over their vacations, and sick leave and all of those things.

Ms. Lamberton stated although just for the record as an Alderman you have an interest in doing that but I would advise you in not to do that.

Chairman Gatsas asked what about retirement.

Ms. Lamberton stated they would start new just like, they are going to be new employees with the city. They start new they have a probationary period they contribute to retirement just like as new employee does if they work thirty two or more hours a week. They accrue leave time like any other new employee does etc.

Chairman Gatsas asked; can you explain to me what are we, what are the security hours for the security person. What are his hour.

Ms. Stanley responded security person works from 2 to 10, Monday through Friday which is the latter part of when the garage is opened.

Chairman Gatsas stated Monday through Friday.

Ms. Stanley stated yes, that's the current schedule which doesn't mean I'm not going to come back with recommendations for changes, but to get the operation started we're bringing over everything as is until I get a chance to work with the hours and see what we need to change.

Ms. Lambert responded to Ms Stanley statement you can do that yourself, though

Chairman Gatsas asked you believe these positions are necessary to operate the garage and there is no integration of any other positions that you have in the city to operate that garage.

Ms. Stanley stated no the only other employees I have with the city are the parking control officers and there isn't any opportunity to cross over there because they have to be on the field. Meter technicians to our busy full time managing meters out in the field and we're eliminating garage manager position during the day because Denise Boutillier and I which should be able to do that.

Chairman Gatsas asked and who is going to be there on weekends.

Ms. Stanley stated no one. the current is open and there is no charge on weekends.

Chairman Gatsas asked so why do we need this night special event supervisor.

Ms. Stanley stated the special event supervisor, basically, what the special event supervisor is going to do is going to allow us to cancel our contract with Merrimack Valley Guard service which currently runs the Pine Lot for our special events that does happen on the weekends during the day, whenever there is an event at the Verizon Arena. That is going allow us to save some money by canceling that contract. Also what we found is with the addition of the pay and display meters our meter tecs go home at three o'clock and that's an appropriate schedule for them base on their collection routes, and the need to do during the day. If any of the meters go down after three o'clock they're basically down until the next business morning, which is a problem because if on meter goes down then you are taking up to fifteen spaces out of commission. The other thing is with the addition of PCO's for operation, we need someone to be able to provide management support and management oversight to them as well as deal with complaints, which the Police Department is currently doing until we get two of them in there. But in order to effectively change the way we operate in the city we're going to need management coverage, after five o'clock when Denise and I Aren't here any more.

Chairman Gatsas stated I only see three people that he'll be supervising.

Ms. Stanley stated well I directly supervise right now four PCO's.

Chairman Gatsas responded I'm not saying you. I'm saying the night special, because I assume he's going to be there, what time is he going to be there.

Ms. Stanley responded he will get there at three. And after we go home he would manage the PCO'S and when we're fully staffed there would be a minimum of four on duty. He would also be managing two cashiers.

Chairman Gatsas stated he's there three to eleven.

Ms. Stanley responded yes.

Chairman Gatsas stated Monday through Friday. So in this whole make up we have nobody at that garage on the weekend.

Ms. Stanley responded no.

Chairman Gatsas stated so its park free, don't worry about it.

Ms. Stanley responded yes, that's the way the operation runs currently.

Chairman Gatsas stated if it were your garage and you owned it and it was you dollar is that the way you would operate.

Ms. Stanley stated probably not.

Chairman Gatsas stated so I think what we should be doing here is that's why we brought you on is to best maximize the city for revenues, and I think just saying we don't need anybody there on the weekend.

Ms. Stanley stated I don't think that's what I'm saying. What I'm saying is that we need to take over the garage and need some time to assess the operation and how it works and what changes we need to make to it. As proposed here that's what is currently happening and until I understand the operation better I'm not comfortable with making any other recommendations. So I will absolutely be coming back to make recommendations on how the garage to operate it.

Chairman Gatsas stated right but we have somebody that's sitting there, the highest paid person that's really there without much to do.

Ms. Stanley stated I don't necessarily agree because there is a lot of support and lot of phone calls that are going to be generated by the PCO operation and they're also and they're also going to be able get a list of the special events generated by the Verizon Center. That person is also going to be expected to come in on the weekends and manage the Pine Lot and all the special events that we have going on the weekends.

Chairman Gatsas stated and how is he going to be compensated.

Ms Stanley stated anything that he does over forty hours is going to be overtime. However, I've already talked to him about how we are going to work his schedule. He will have a flexible schedule during the week so that if there are down times during the week we'll let him go early or have him not come in, come in later, whatever we need to do to make sure that we minimize the overtime. This person is meant to be flexible and able to respond to whatever situation we have.

Chairman Gatsas stated who is that person.

Ms. Stanley stated that person is Danny Jerome who currently is the daytime manager for the parking garage for Central Parking.

Chairman Gatsas stated I look at this and I say why do we need that position until you get a feeling for what you need. We're just hiring people and putting them



into places and paying them dollars when you really haven't looked at this and said this is the best functional way to do it.

Ms. Stanley stated I believe it is that is the functional way to do it given our current operation. Because of the addition of the PCO'S and they are going to need support after we, after we go home. They are some serious customer service issues that we have with the PCO'S and with how we deal with the customers as well as all the phone calls that the Police Department currently gets after five o'clock. They're not going take those any more after May 1<sup>st</sup> and that's going to fall to us. And we need somebody ready available and willing to assist with all that as well as maintaining the meters and doing special events.

Chairman Gatsas asked any other questions.

Aldermen Pinard stated customer service what will be his function or her function. Is that part of promoting your department that individual.

Ms. Stanley stated yes, and also making sure that the cashiers whenever they have customer service issues whenever they have an angry customer. We need to have a manager there able to intervene and diffuse the situation that is absolutely the case with the PCO'S. For a very long time they have been left to basically use they're own advise, unless they had an emergency in which case the Police Department had very, very responsive. I want to make sure we diffuse situations with constituents before they get to the point where it becomes a real issue and letters get sent to the Mayor and letters get sent to every where else and that happens very currently right now. The PCO'S need, we need to change the way to deal with the public and it's going to take a manager and management support, especially after hours to be able to effect that change.

Chairman Gatsas asked what about posting of these jobs. Is there a posting of other employees within the system that want those jobs.

Ms.Lamberton responded when we post, we would be posting within the division really the parking division and I don't think there is anybody there. She should post it in your division.

Chairman Gatsas stated What if somebody at Highway is looking for it.

Ms. Lamberton stated she's departmental.

Chairman Gatsas stated I understand so no other employees have an opportunity.

Ms Lamberton stated no in house posting are just with the departments where the positions are. So the positions would be posted in MEDO. It's unlikely anyone in MEDO is going to response to that posting, they all have jobs. So the next thing would be to that you put an ad in the paper and she would be required to put an ad in the paper for at least one day, for those positions.

Chairman Gatsas stated right, I'm saying the night special event supervisor, why wouldn't someone in MEDO be interested in that position.

Ms. Lamberton stated because you have the director you have your retention specialist and marketing person and then you have Glen who's title I can't remember, something coordinator, and then the secretary who's part-time. There is really only that then there is maybe four PCO'S right now, and Denise.

Chairman Gatsas stated and the customer service person is a person that they currently have on.

Ms. Lamberton stated no.

Chairman Gatsas asked what is their function going to be.

Ms. Stanley stated my customer service representative's function is to actually help with all the administrative issues that have come up since I have been here and since we have more doubled in the size of our operation. I am not going to be available to do things during the day that take more than thirty minutes on daily basis. Just because most of my time is spent with working on projects with building organization with filling phone calls from Aldermen and constituents working on projects designing policy and doing public outreaching during community meetings. Most of the additional work that has been generated has been delegated to Denise who had a full time job before I got here and with the addition of the Victory Garage and all the paper work that is generated by that garage and the PCO'S.

Chairman Gatsas stated can you give me a list of what you just said that you think your specifications are, cause I don't think what's most of the board members recognize but maybe they do and if you can just give a list of things you just ran off.

Ms. Stanley stated I think it was by courier this morning, but you could certainly have this copy. Answering phones and acting as this person will be responsible for answering phones which we have very much trouble doing right now. I don't know of some of the Aldermen call our office very frequently and I don't remember the last time we were actually able to answer the phone rather than pick

a message. We're also in need of someone that can consistently answer the phone to dispatch trouble. Trouble to dispatch complaints, to dispatch the Meter Tecs maintenance and other items they are going to need to respond to complaints and, if they need our attention give them to us immediately rather than having us picking up a message two or three hours or maybe even the next day. That volume of calls is going to increase exponentially once we add the PCO calls which like I said are being taken by the Police Department and the Victory Garage customers. That person is also will also be able to deal with walk in customers with anticipating between twenty and thirty five per day between citations, citation complaints issuing of meter bags, the garage permit issuing all that kind of thing. We also absolutely need another person to be able to effectively segregate our duties. The volume of cash that we would actually be taken in is going to jump from about four hundred thousand to about one point two million dollars. Segregation of duties is absolutely necessary I believe we have a fiscal responsibility to our constituents who make sure that we have a cash control system in place. Part of what that entails is for instance, monthly parking, monthly parking checks are received by our office. Currently, Denise receives those enters into HTEN and does the bank deposits. That is a very severe conflict of interest again you are adding a seven hundred and fifty thousand dollars of revenue to that. It elevates the problem to a point where I believe we need to deal with it. So if Denise in entering money into the HTD system we need someone else to actually be responsible for the cash, so you can two separate hands in the pot without having someone able to alter the records in order to alter the deposits. Now for daily parking.

Chairman Gatsas asked and who do you suggest that person is going to be.

Ms. Stanley stated Denise would actually continue to enter the receipts into HTE and the customer service rep would be responsible for counting the money and verifying the amount of the deposit.

Chairman Gatsas asked and making the deposit.

Ms. Stanley stated no, what's going to happen is when Denise enters the receipts into the HTE that's balanced against what the customer service rep counts. Once it's counted in goes into the safe and Loomis Bartis comes to pick it up.

Ms. Lamberton suggested to Ms. Stanley when Randy first sent me this request the customer service rep was not anything that I looked at, so I would prefer that you and I got together and discussed the level of responsibilities to this function. And come back to you at a later date cause customer service rep is a thirteen and I'm not that this job supports a thirteen, but it could, but I would prefer if we looked at

it and developed and decided what it really should be, based on the duties and may not be bad at all it maybe something totally different so if we can get that off this.

Chairman Gatsas stated so we are not going to be doing that one.

Ms. Lamberton stated I would recommend we don't do that because I haven't had an opportunity to look at it unless we shift to other customer service reps pays in the city.

Chairman Gatsas stated and the security officer that we have there is somebody that's in place now.

Ms. Lamberton stated yes.

Chairman Gatsas stated and what are they getting paid.

Ms. Stanley stated I don't know what he's getting paid. I don't have an exact figure of what he is getting paid right now. It's a little bit less than what he would be making in the proposed grade, but not very much I think maybe, two or three thousand dollars more than what he is making right now.

Chairman Gatsas stated is there a reason why wouldn't drop him down to a grade close to where he's at now.

Ms. Lamberton stated because we're not dealing with the person, we're dealing with duties and responsibilities of the position. The security officer in the city is a grade thirteen, twelve. So no we wouldn't upgrade it because somebody was coming here and was making more money someplace else because that employer chose to pay them more money or some other employer chose to pay them less. We've determined that security officers get this level of pay.

Chairman recognizes Alderman Pinard I see the list here who repairs the meters or new box that we have you don't have any mechanic or anything on here.

Ms. Lamberton stated no because they are already existing positions and are already filled. These are all the new positions that relate to the parking garage.

There being no further business to come before the Committee, on motion of Alderman Shea, seconded by Alderman Pinard, it was voted to adjourn.

A true Record. Attest

Clerk of Committee